



## CLAIMS FOR FULL REPLACEMENT VALUE (FRV) COVERAGE

FRV applies to shipment with a pick-up date on or after **1 October 2007** for International Household Goods (HHG) and Unaccompanied Baggage (UB) shipments, and a pick-up date on or after **1 March 2008** for Non-Temporary Storage (NTS), Direct Procurement Method (DPM) (local moves, intra-theater). Some domestic and international shipments may be moved under a non-FRV DPM contract between 1 October 2007 and 1 March 2008.

### 1. Full Replacement Value (FRV) for Lost or Destroyed Items.

To have your claim paid on the basis of FRV you must file your claim directly with the transportation service provider (TSP) **within 9 months of delivery**.

If you file your claim with the TSP within 9 months of delivery, the TSP is required to replace any item that is lost or destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation.

The TSP is not required to replace items which can be repaired for less than the FTV of the item.

The TSP is only required to arrange for the repair of those items, or to pay for the cost of the repairs.

Repair will be to the extent necessary to restore the item when it was received by the TSP.

An item is considered destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item.

### 2. Timely Notice.

Upon delivery is completed, the TSP gave you Notification of Loss or Damage Form (DPS shipment) or DD Form 1840/1840R, Notice of Loss or Damage. You must ensure the carrier lists all loss and damage discovered at the time of delivery on DD Form 1840 which you will also sign. Items discovered missing or damaged **AFTER delivery must be listed on DD Form 1840R** and faxed or mailed to the TSP **within 75 days of the date of delivery**.

Alternatively, the DD Form 1840R or Notification of Loss or Damage form may be taken to the **Camp Casey Claims Office within 70 days after delivery** and our office will dispatch it to the TSP for you.

### 3. Claim must be filed within 9 months to receive FRV.

Submission of a DD Form 1840R or Form 1850/1851 (DOD Notification of Loss or Damage), **does not constitute** the filing of a claim. You **MUST** submit DPS on-line claim with a **written demand for a specific amount** to the TSP **within 9 months after the date of delivery**.

The DPS Website is [www.move.mil](http://www.move.mil). The TSP was given 60 days for the adjudication and demand offer.

If the 9 months is past but before 2 years from the date of delivery, you still file a claim to military claims office. You are only entitled to the depreciated value of the items.

### 4. Damage or missing items not listed on DD Form 1840/1840R or "DOD Notification of Loss or Damage Form" may not receive full compensation.

5. **Do not dispose of any items.** They will be inspected by the claims office or the carrier for determination for payment or salvage value and will possible have to be turned in prior to payment.

***\*\*Camp Casey Claims Office, OSJA, 2ID is available to dispatch your DD Form 1840/1840R or Notification of Loss or Damage Form and assist you in filing your claim with the carrier. Please contact 730-3687, Bldg S-2400, Rm 235, Maude Hall at Camp Casey.\*\****